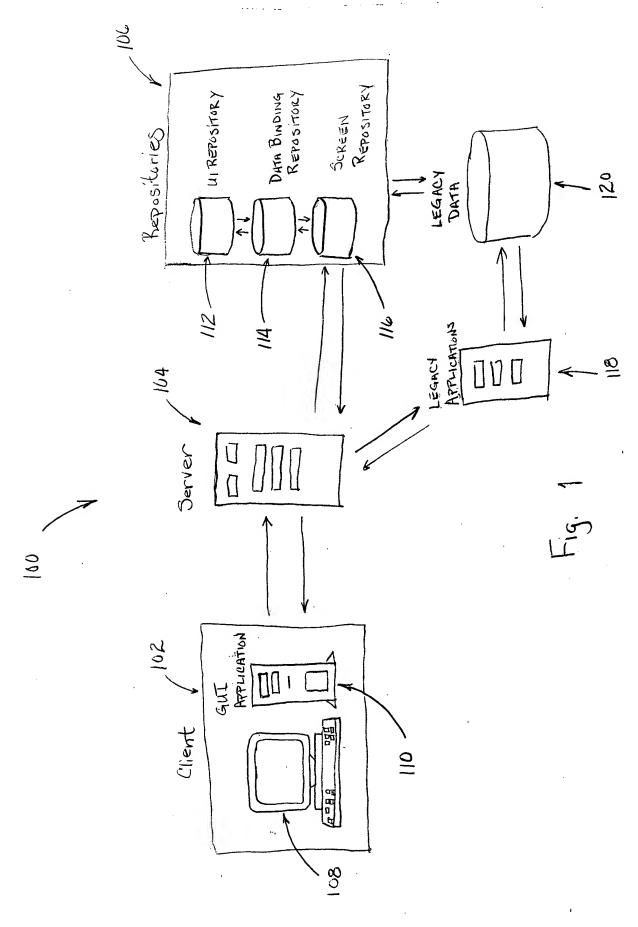
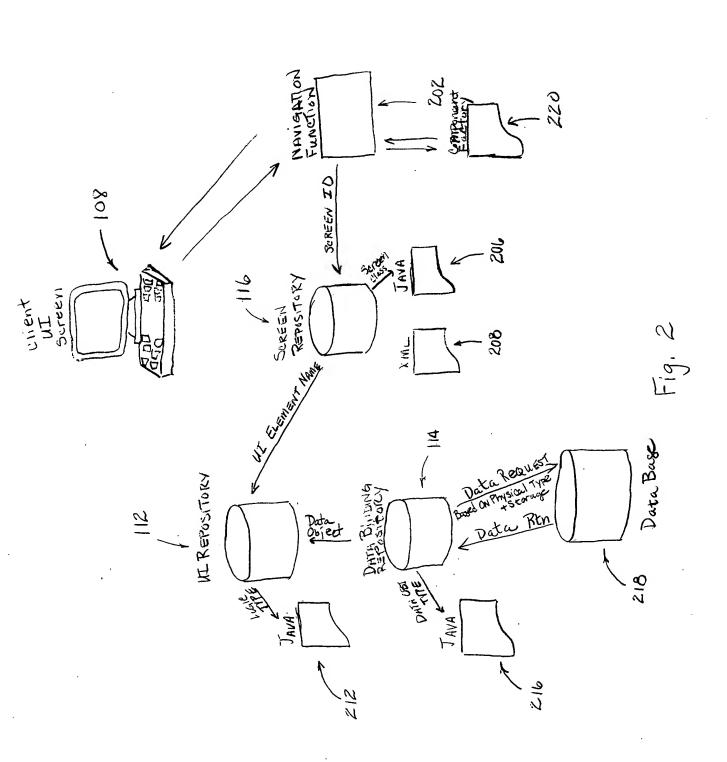
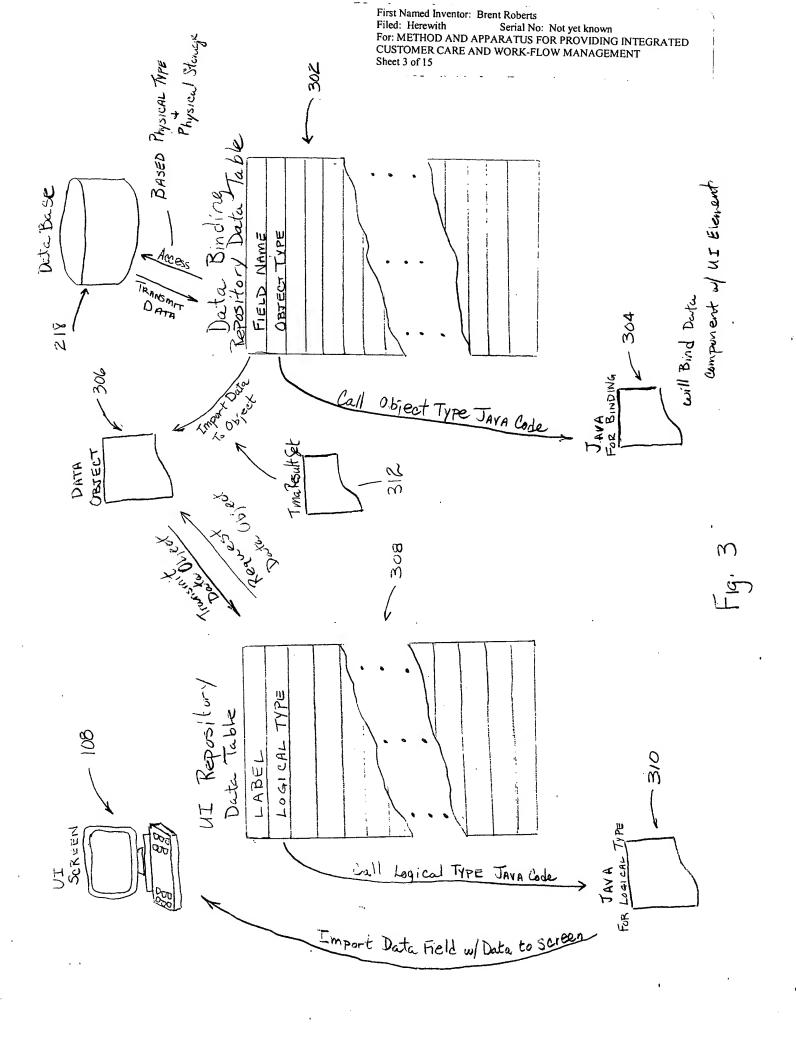
First Named Inventor: Brent Roberts
Filed: Herewith Serial No: Not yet known
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CUSTOMER CARE AND WORK-FLOW MANAGEMENT
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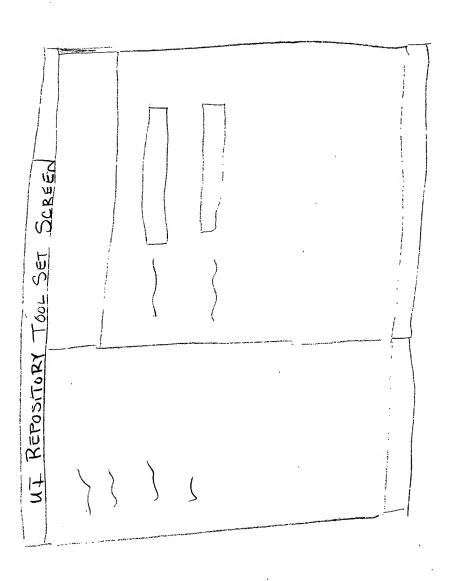


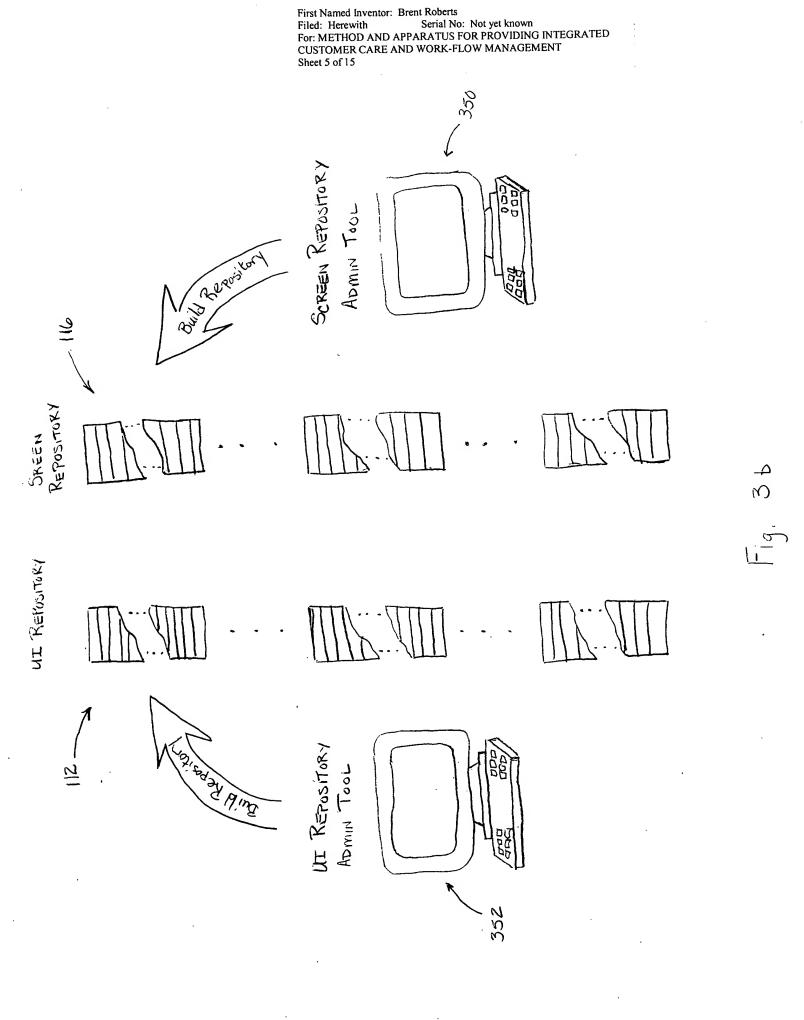
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CUSTOMER CARE AND WORK-FLOW MANAGEMENT
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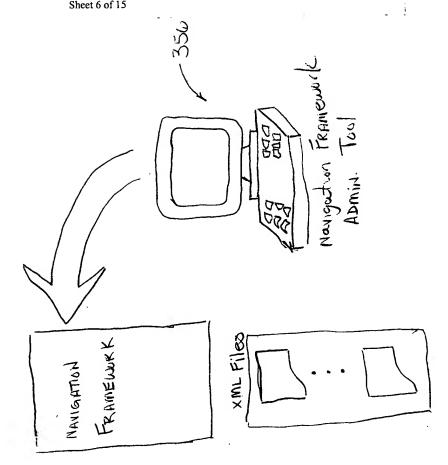


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CUSTOMER CARE AND WORK-FLOW MANAGEMENT Sheet 4 of 15

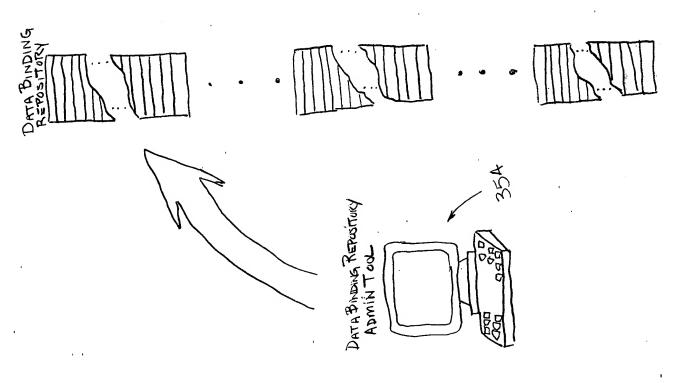




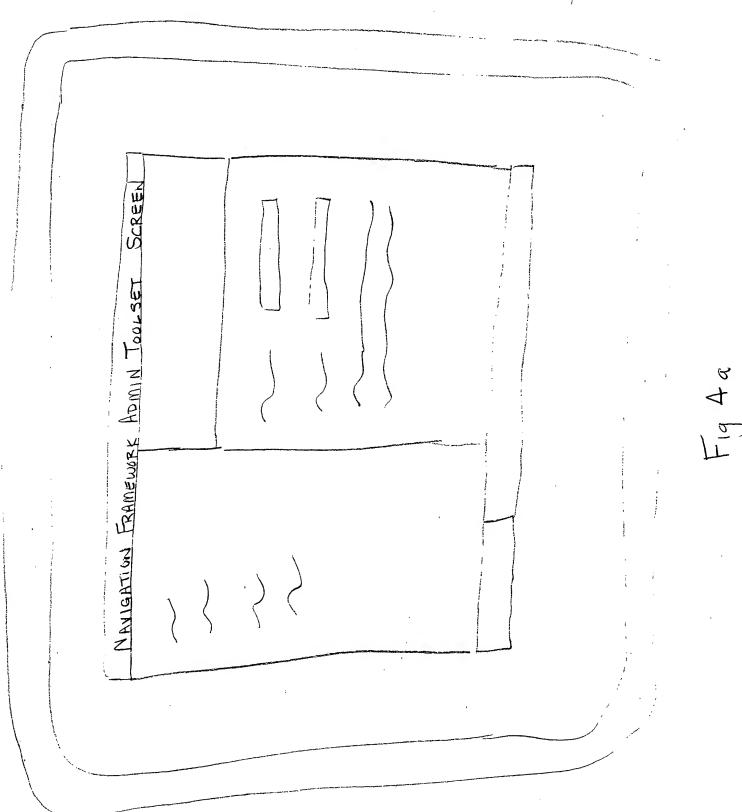
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Filed: Herewith Serial No: Not yet known
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CUSTOMER CARE AND WORK-FLOW MANAGEMENT
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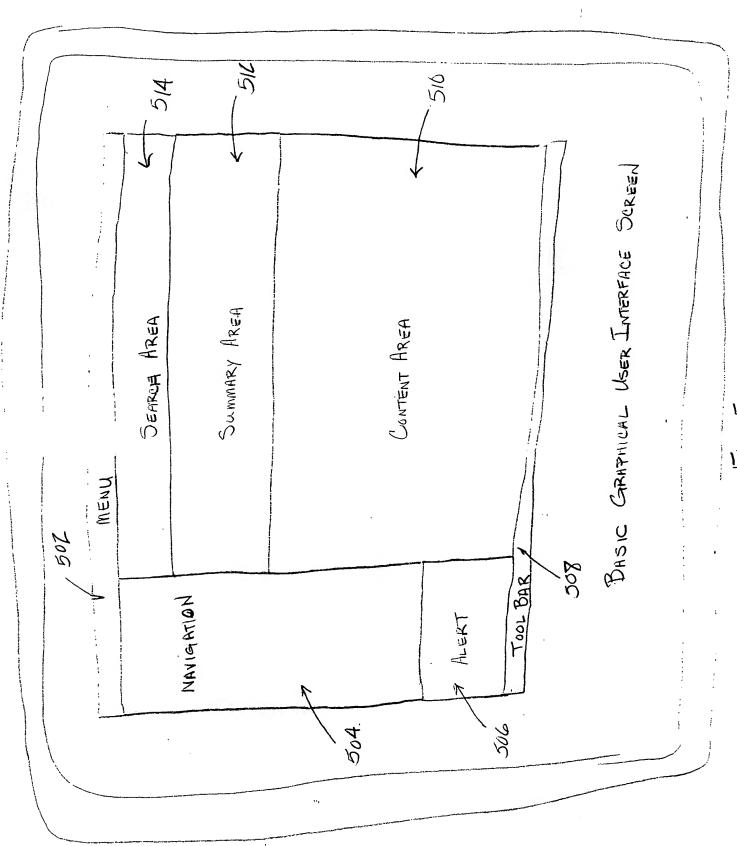


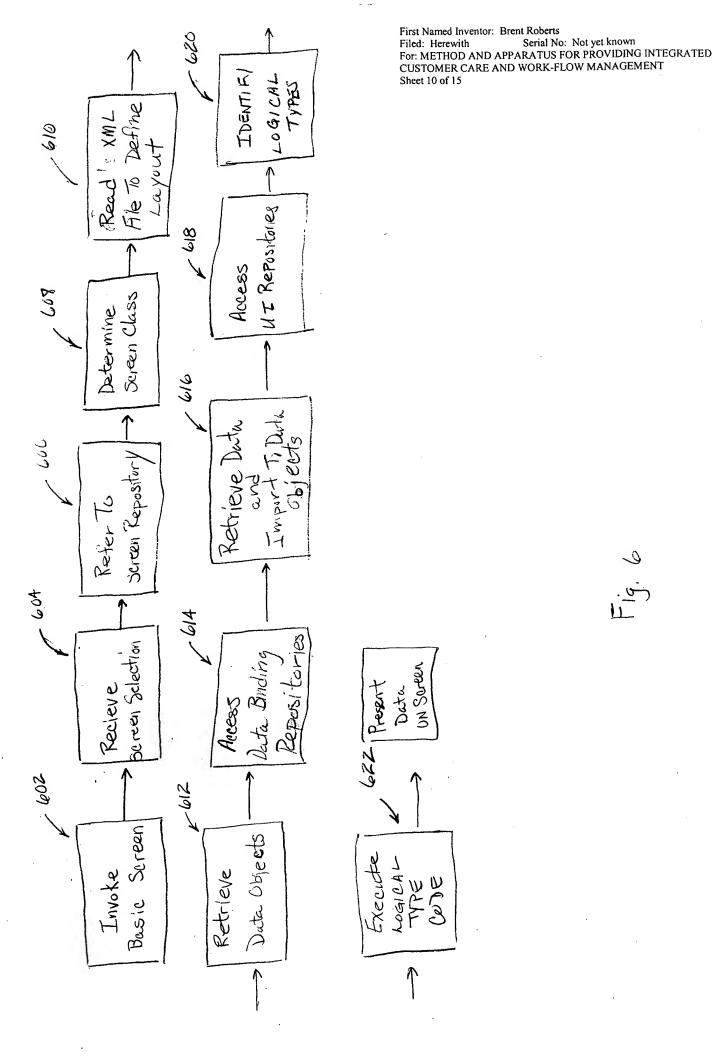
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First Named Inventor: Brent Roberts

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For: METHOD AND APPARATUS FOR PROVIDING INTEGRATED

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